



CASE STUDY

Royal Commission Management

The Challenge

The client, a specially formed arm of a Federal Government agency, required a team that could manage all support aspects of a Royal Commission. The client required a suite of solutions including document processing and management, electronic hearing room services, e-discovery services and public webcasting, whilst maintaining a presence onsite, in the context of its existing environment with minimal disruption to the current proceedings. Furthermore, there was a requirement to service several remote locations throughout Australia. The existing infrastructure was customised which required highly skilled technical staff to be dedicated to the project.

The Royal Commission itself had a high public interest component as well as delicate sensitivities and confidentiality requirements in relation to witnesses and documentation. The Commission needed a provider attuned to this process and who could offer security cleared staff.

The client also required a tight turnaround for these services to ensure the continuation of public hearings in early January in a remote location, limiting the implementation period to one month over the Christmas and New Year holiday period. We needed to coordinate a security cleared project team as well as project managing a tight implementation plan within this short timeframe.



The Solution

1. Transition Services

Within one month of the agreement between the Royal Commission and Law In Order being executed, our project teams were installed onsite. The teams undertook the following:

- a. Reviewed existing workflows, practices and technologies, to establish efficiencies and cost savings across all services;
- b. Formalised Risk Management and Change management plans;
- c. Implemented agreed workflow recommendations and process improvements;
- d. Implemented agreed changes and updated and developed SOP's and project control documentation; and
- e. Continued "business as usual" in both Sydney and remote locations.

2. Document Management Services

Our team worked with registry managing the evidence handed up by the parties with leave to appear. Additional document processing was conducted off-site on behalf of the case study teams working under the Office of the Solicitor Assisting. There were 57 Case Studies and 5 dedicated case study teams who required photocopy, print, scan and objective coding services from our secure sites around Australia. Communication procedures and secure transfer protocols were established to enable document management services between the Royal Commission and our premises.

3. Hearing Related Services

The transition between our service offerings enabled the case study teams and external legal representatives to work with the technology and our staff efficiently. Hearing Services included a full court-room set up and testing of two onsite hearing rooms, operating public webcasting of hearings, commissioning and decommissioning fully equipped electronic hearing rooms in remote locations, assisting with tender bundle preparation and service, managing exhibits and transcripts, and presenting evidence during hearings. Law In Order provided solutions to the Royal Commission for up to 55 witnesses per week appearing in person or remotely.



LAW IN ORDER
Where work flows.

Outcome

One of the key outcomes for this project was the seamless integration of the our team into the existing Royal Commission structure. This allowed us to provide solutions quickly and effectively across multiple Royal Commission teams and create smooth work flow.

The client was able to utilise the implemented workflows and the working relationship that we fostered with the internal legal teams, to improve on document processing times. They were able to access documents for review significantly faster compared to the previous workflow.

The client was able to utilise our national team, either onsite at the Royal Commission or at our premises to assist with all aspects of the project, including 24/7 assistance.

The hearing services provided by Law In Order not only allowed the client to proceed with its busy hearings schedule without delay, but saw significant time savings resulting from an improved evidence presentation solution seamlessly integrated into the hearing room. The improved webcasting component delivered a better feed quality together with the ability for the client to monitor community viewing and engagement levels.

The client was also able to access decommissioning and archiving documentation of the review platform, enabling them to efficiently hand over documentation to the future custodian of the Royal Commission for the purposes of historical records.

Your project

As new forms of data become increasingly admissible, firms will come to rely increasingly on e-discovery and analytics to build their cases and strengthen their claims.

If you are interested in understanding how our services might benefit you and your team, please do not hesitate to contact us for an obligation free discussion.